

Office Manager

Position Title: Office Manager
Reporting To: Head of Finance & Administration
(Also supporting Chief Executive)
Location: Nelson
Date: September 2021



Role Purpose

The Habitat for Humanity Nelson (HfHN) Office Manager will be responsible to the Head of Finance and Administration and will be responsible for all aspects of office management and administration for the Nelson Affiliate and the Habitat Hub. This includes general reception and administration duties, Human Resources and Executive Assistant support for the Affiliate, and facilities management at the Habitat Hub. Habitat for Humanity Nelson is a not-for-profit with Christian values. Your focus will be on providing administration and other support to assist our mission of ensuring that everyone in our community has a decent place to live.

Key Responsibilities

Administration	<ul style="list-style-type: none">• General clerical work and administration tasks, (phone calls, general enquiries, maintaining stationery and supplies, etc)• Ensure all correspondence is received and addressed in a timely manner• Ensure all HFHN policies are kept up-to-date and reviewed as per the schedule• Maintain all HFHN records and data management systems (Salesforce, Teams, One Drive, etc) and relevant calendars, co-ordinating with relevant staff as required, including vehicles, donors, volunteers, supporters, partner families, client management and support statistics, etc• Act as Affiliate point of contact and staff liaison for data management systems, eg: Salesforce, facilitating training where relevant• Administration duties for Senior Leadership Team other affiliate staff and Board sub-committees as required• Any other initiatives to help HFHN succeed• Arrange logistics (venue, catering, invitations, transport, accommodation, etc) all affiliate meetings including the HfHN Annual General Meeting• In conjunction with the Affiliate IT support team, facilitate Information Technology (IT) systems support where required
Executive Assistant	<ul style="list-style-type: none">• Provide Executive Assistant support to the Chief Executive including management of calendar and e-correspondence• Arrange logistics (venue, catering, invitations, transport, accommodation, etc) as required for Chief Executive and Senior Leadership Team as required• Support the Senior Leadership team with duties as required, eg: meeting minutes
Facilities Management	<ul style="list-style-type: none">• Reception duties as first point of contact for visitors to the Habitat Hub, including welcoming, answering questions, directing to Hub venues, etc• Managing all enquiries regarding space hire for offices, hot-desking, meeting rooms, etc• Managing all bookings and correspondence related to the use and hirage of Hub spaces• Ensure all requirements related to the hirage of meeting spaces are attended to, (bookings calendar, event logistics, access, room set up, health and safety, cleaning, etc)• Manage the meeting logistics for the regular meetings of Hub tenants• Ensuring the Hub site is well organised and presented well at all times
Human Resources	<ul style="list-style-type: none">• Support the Senior Leadership Team in the management of Human Resources, ensuring policies are adhered to and procedures followed

	<ul style="list-style-type: none"> Facilitate the induction process of all new affiliate employees, supporting ReStore and Café managers to do the same
Board	<ul style="list-style-type: none"> Co-ordinate the collation of all Affiliate reporting, distributing all relevant reports to the Board Secretary within agreed timeframes Provide the Board Secretary with any additional assistance as required
Health and Safety	<ul style="list-style-type: none"> Accept responsibility by actively participating and demonstrating a commitment to own personal health and safety and that of others Ensure HFHN health and safety policies and procedures are complied with at all times Ensure hazards are reported and recommendations made to eliminate, isolate or minimise exposure to such hazards
General	<ul style="list-style-type: none"> Other duties as may be required
Hours of Work	<ul style="list-style-type: none"> This is a permanent full-time position for 40-hours per week Some tasks may be required to be completed out of normal business hours for which Time Off In Lieu (TOIL) will be provided
Key Relationships	
Internal	<ul style="list-style-type: none"> Chief Executive and Senior Leadership Team/SLT Other HFHN staff / contractors Other Affiliate staff ReStore and café Managers HfHN Board and relevant Affiliate sub-committees Tenants of the Habitat Hub
External	<ul style="list-style-type: none"> General public Community organisations Local businesses and supporters Volunteers
Qualifications, Experience and Skills	
<ul style="list-style-type: none"> A true passion and dedication to Habitat for Humanity's mission and values – helping to create a world where everyone has a decent place to live. Self-motivated, displaying a high level of initiative with effective time management and excellent organisational and operational skills Excellent people skills with the ability to communicate effectively and deal with all issues that may arise including queries, complaints and problem solving A high level of computer literacy including a good working knowledge of Microsoft Office products and relevant data management systems Strong oral and written communication skills Ability to multi-task and manage work time efficiently Ability to treat sensitive information appropriately High level of initiative with sound problem solving and logical thinking skills Relevant tertiary qualifications and/or commensurate experience An understanding of and commitment to the principles of Te Tiriti O Waitangi, and the needs of Tangata Whenua, Pacific Island communities and other minority groups A thorough understanding of Non-Government Organisations and the not for profit sector A full driver's licence 	